

JOB DESCRIPTION

Job Title: Café Manager - Full Time

Job Description: The Cafe Manager answers directly to Gratitude's General Manager and is responsible for overseeing all day to day operations of the cafe. This includes hiring, firing and performance management of all front of house employees. The Cafe Manager is responsible for hitting sales goals, scheduling employees, and ensuring labor costs are always on target. Other responsibilities include maintaining our inventory to be appropriately stocked, scheduling, and upholding our employee handbook.

Essential Job Duties

- Managing day-to-day operations of the cafe
- Working with the GM to hire and on-board new baristas
- Training all employees on policy and procedures, expectations, values, and standards of Gratitude
- Schedule all barista shifts and be ready to cover any shifts in emergencies
- Inventory- coordinate with vendors and order supplies, as needed (like takeaway cups, coffee, milk and other ingredients)
- Maintain updated records of daily, weekly and monthly revenues and expenses and labor costs
- Advise staff on the best ways to resolve issues with clients and deliver excellent customer service
- Ensure the cleanliness and organization of our cafe
- Maintain safety in our shop with awareness of issues with the transient/loitering community
- Nurture friendly relationships with customers to increase loyalty and boost our reputation
- Serve our baristas to be set up for success by creating efficient systems
- Uphold the Gratitude handbook and set the standard of excellence
- Lead by example and understand that authority is extended, and respect is earned

Physical & Other Requirements

- Speak and understand English
- Ability to stand, bend, squat, and climb stairs
- Ability to withstand prolonged and frequent standing
- Ability to lift 75 pounds above head
- Excellent interpersonal and communication skills
- Able to multitask, prioritize, and manage time efficiently
- Self-motivated and self-directed
- Hold a valid CA food handlers' certificate

Competencies

- Assertiveness
- Organization
- Communicating Effectively
- Building and Maintaining Relationships
- Problem-Solving
- Adaptability

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.